

WORKFORCE SERVICES



DIVISION OVERVIEWS



SERVICES AND PROGRAMS
AT THE DEPARTMENT
OF WORKFORCE SERVICES

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DWS 10-30-0716

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities. Call 801-526-9240. Individuals with speech or hearing impairments may call the state relay by dialing 711. Spanish Relay Utah: 1-888-346-3162.

HOW WE ACCOMPLISH THIS:

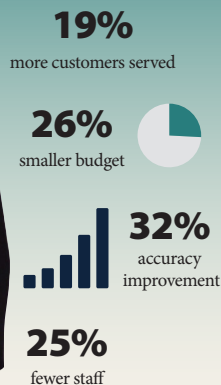
WE FOCUS ON DETERMINING ELIGIBILITY AND ISSUING ACCURATE BENEFITS in a timely fashion and constantly improving through innovation. We're committed to operational excellence, professional development for staff and helping those in need. Customers can access their benefit information at one of our employment centers by calling our eligibility center, or any time online.



Eligibility Services is the largest division in Workforce Services and administers temporary supportive services for thousands of Utah families and individuals. This division helps people address basic needs as they work towards gainful employment and self-sufficiency.



Customers can file an application for services, get information about and manage their case or ask questions by logging on to myCase through jobs.utah.gov.



Between 2009-13

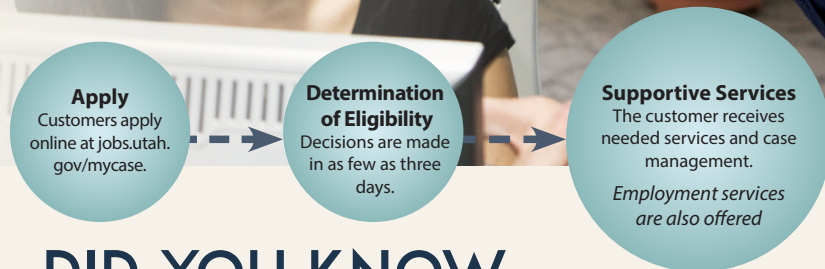
DID YOU KNOW...

WE PROVIDE:

- Online tools for customers to learn more about our programs, complete an online application or access their case any time.
- Live chat featured in myCase, our online portal.
- Cutting edge accessibility and customer support for our constituents.
- Self-service phone option.



We tirelessly pursue operational efficiency as well as continued improvements in the management of our programs and processes along with enhancements to our technology in order to better serve customers.



FOOD STAMPS/SNAP

Supplemental Nutrition Assistance Program (SNAP) allows eligible individuals the ability to feed their families in order to focus on seeking employment or improving their current economic situation.



FINANCIAL ASSISTANCE

Administers multiple federally and state funded financial assistance programs focused on serving parents with minor child/children (TANF), single or married adults with disabilities (General Assistance) or newly arrived refugees (Refugee Cash Assistance).



EMERGENCY ASSISTANCE PROGRAM

Provides immediate, one-time help for families who are in danger of becoming homeless or having their utilities shut off due to a crisis beyond their control.



MEDICAL ASSISTANCE

Administers initial and ongoing eligibility for 31 federally and state funded medical programs in order to assist families with their medical needs.



CHILD CARE ASSISTANCE

Provides assistance to families with expenses related to care of children while parents are working, seeking employment or while participating in approved activities leading to employment.

HOW WE ACCOMPLISH THIS:

OUR TEAM OF SPECIALISTS WORK TO SUPPORT THE RE-ENTRY OF UTAH'S SKILLED WORKFORCE into full

employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides qualified workers who are unemployed through no fault of their own temporary benefits to help bridge the gap between jobs.

By implementing innovative and accessible tools for both employers and unemployed Utahns — paired with top-tier customer service — we are able to quickly and efficiently process benefit payments and tax operations.



Our Unemployment Insurance Division has one focus — to provide economic stability to Utah's workforce, families and communities. This focus has helped Utah become one of the best unemployment insurance programs in the nation.



- Utah was recently recognized as one of the top two states in the nation by the U.S. Department of Labor for addressing worker misclassification when an employee is incorrectly treated as an independent contractor.

- We strive to increase online services for both claimants and employers to facilitate more timely, accurate and cost effective methods for processing claims and collecting contributions.



- Awarded the "Triple Crown" for four years in a row by the U.S. Department of Labor, our team of specialists operates faster and more effectively in the areas of benefit payments, tax operations and appeal decisions than in any other medium-sized state in the nation.

DID YOU KNOW...

PRESERVING A SKILLED WORKFORCE BENEFITS THE ENTIRE COMMUNITY.

From providing top-tier customer service to policies and procedures ensuring integrity of the system, we take our work in all of Utah's communities and our stewardship of taxpayer funds seriously.

Unemployed Utahns are invited to work with our team of specialists to determine what benefits they may qualify for. Eligibility for benefits is based upon wages earned, not individual or family financial resources, and being unemployed through no fault of your own. For other situations, such as voluntary quits or terminations, we will consider the contributing circumstances within the context of Utah statute to assess eligibility. Additionally, an individual must be able and available to seek and accept full-time work to qualify for unemployment benefits.

Individuals file a weekly certification online for every week of claiming benefits — reporting any part-time earnings as they are earned and demonstrating an active work search effort toward full-time work.

Contributions collected from Utah employers under the state unemployment tax are used exclusively to pay benefits to unemployed workers. All receipts from this tax are deposited in the Utah Unemployment Compensation Trust Fund. Utah's trust fund is healthy as a result of careful management — one of only 15 states that did not borrow funds in order to continue paying benefits during and following the Great Recession.

- We create integrated re-employment services to help UI claimants become re-employed quickly. This benefits the claimant, the employers and ultimately the UI Trust Fund.



RE-EMPLOYMENT

- Engaging individuals earlier results in a higher likelihood of finding re-employment sooner.
- A robust registration process for new claimants, connecting them to more than 20,000 openings at jobs.utah.gov and self-paced online workshops.
- For individuals that would benefit from a more

individualized approach, we work closely with our Workforce Development team to offer one-on-one appointments and meaningful in-person workshops.

- This work contributes directly to Utah's consistent standing in the top 10 states for a lower duration of unemployment benefits.

INTEGRITY

- We value the trust of Utah taxpayers and actively work toward offering a program with integrity.
- Our team of specialists is dedicated to the reduction of improper payments through enhanced data analytics and customer education.

- We are consistently implementing innovative ways to address integrity and partner with other government and private organizations to prevent and detect fraud.
- We ensure that unemployed workers receive the accurate amount of benefits for which they are eligible and employers are treated fairly.

COMMUNITY CONNECTION

- We engage employers contributing to the trust fund and unemployed individuals to participate fully in the process of determining eligibility and paying benefits, when appropriate.
- Employers can file quarterly contribution reports, pay contributions, respond to requests for information on job separations and wage audits, post jobs and report new hires online.
- Unemployed individuals can file a claim online, check claim status, review correspondence, schedule workshops and search for jobs.
- Our specialists are available online via live chat, by phone and at workshops statewide.

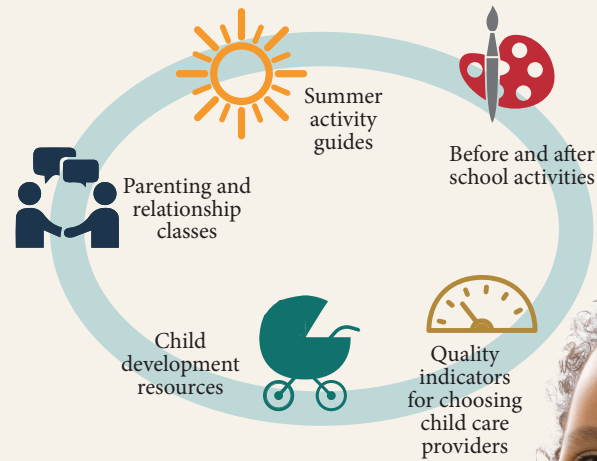
HOW WE ACCOMPLISH THIS:

SUBSIDIES TO PARENTS TO ENSURE THEIR CHILDREN ARE CARED FOR in a safe, nurturing and developmentally appropriate setting. We also operate an online consumer resource to provide information on licensed child care providers and the importance of quality—empowering parents to make informed decisions.



CareAboutChildcare.utah.gov®

The Office of Child Care provides accessible, affordable and quality child care for Utah children to ensure parents seek and maintain employment while their children are cared for in a safe, nurturing and developmentally appropriate setting.



DID YOU KNOW...

WE PROVIDE:

- Fast pre-screening tool to see if you may be eligible for child care.
- Employment Support Child Care, which helps employed parents pay for child care.
- Job Search Child Care that helps parents who lose employment maintain child care while looking for work, promoting a stable child care environment for young children.
- Thorough online network of child care providers that gives parents information about licensed providers in their area.



UTAH IS HOME to nearly 65,000 refugees from around the world. Our mission is to energize, educate and empower refugees to achieve their dreams through quality services offered in a collaborative resource-rich environment. We are building a bridge to success for refugees through collaboration, coordination and service delivery. We envision a strong integrated community engaged to empower refugees' access to the family sustaining employment necessary to succeed for generations.



HOW WE ACCOMPLISH THIS:

COLLABORATION

BETWEEN our numerous community partners and volunteers is essential to help ensure every refugee has the tools and resources needed to thrive, including:

- Case management
- English language training
- Skills-based employment
- Job development
- Employment counseling
- Refugee community capacity building
- Health & mental health referrals
- Women's support groups
- Youth leadership



EDUCATION & TRAINING

The Utah Refugee Education and Training Center at the Salt Lake Community College Meadowbrook Campus is the most recent addition to our services line-up. Featuring key higher education partnerships with Salt Lake Community College and Utah State University, we are helping refugees better access the training needed to reach a sustainable wage to support their families.



DID YOU KNOW...

Refugee integration is a dynamic process in which newcomers and the receiving community work together, resulting in a more secure, vibrant and cohesive society. We empower refugees and help them access services and support to integrate by:

- Educating the mainstream community about who refugees are and the value they bring to our state
- Bringing the mainstream community and refugees together to learn from each other and come to understand one another
- Developing, funding and supporting services that allow refugees to become self-sufficient



EMPLOYMENT

Refugees are legally authorized to work in the U.S. from the day they arrive — no work visa required. We screen and assess applicants, provide job readiness orientation and employment related workshops and services.

We support employers with training and education resources, translation and counseling services and administrative support.

COMMUNITY & FAMILY SUPPORT

We provide opportunities for refugee communities to

come together and preserve their rich cultural heritage. We aim to empower refugees to help themselves and find appropriate solutions for their unique challenges.

HEALTH & MENTAL HEALTH

We are committed to ensuring refugees are connected to the necessary social, medical and preventative health care services that are vital to their successful integration in their new communities.

COMMUNITY FUNDING & COLLABORATION

We contribute over \$5 million annually to organizations that provide services such as case management, senior programming, English language and employment training and community

capacity building. This blended funding model leverages state and federal resources to build a stronger integrated community.



HOW WE ACCOMPLISH THIS:

WE FUEL HEALTHY COMMUNITIES AND A HEALTHY ECONOMY by supporting local infrastructure projects and basic community services. Our work centers around:

- Increasing accessibility to funding for important projects across Utah
- Offering training and technical assistance
- Helping rural communities leverage their resource investments
- Partnering with other state agencies, local government, nonprofits and the private sector
- Using state dollars wisely and efficiently



The Utah Housing and Community Development Division serves communities statewide. We build local capacity, fund services and infrastructure, and leverage resources

for critical community programs by collaborating with organizations and partners dedicated to elevating life in Utah. From funding a rural water system improvement project to helping local agencies connect low-income families with energy assistance, we care deeply about the quality of life for our fellow citizens across the state.



DID YOU KNOW...

WE PROVIDE:

- Detailed information and analysis for data-driven decision making regarding the management of multiple programs throughout Utah.
- Business strategies to enhance quality of life, create jobs and bring long-term sustainability to community systems.
- Assistance to organizations statewide that work with challenging issues, such as hunger, homelessness and domestic violence.
- The capacity to house — with supportive services — any person experiencing chronic homelessness in Utah who chooses to be housed.
- The resources and tools needed for the development of affordable housing.
- Affordable housing capacity statewide and encouragement of community-centered housing decisions.
- Assistance to eligible homeowners to reduce their energy bills and improve their living conditions.



WEATHERIZATION ASSISTANCE PROGRAM

Assists low-income individuals and families reduce energy costs and increase comfort and safety in their homes.



PAMELA ATKINSON HOMELESS TRUST FUND

Supplements agencies statewide through a competitive grant program to help move people out of homelessness.

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

Administers federal grants for local infrastructure and public services projects to cities and towns of fewer than 50,000 people and counties of fewer than 200,000 people.

PERMANENT COMMUNITY IMPACT FUND

Provides loans and grants to local governments in rural Utah impacted by mineral resource development on federal lands.

OLENE WALKER HOUSING LOAN FUND

Leverages funds and develops affordable housing for very low, low and moderate-income persons as defined by the Department of Housing and Urban Development.

NATIVE AMERICAN REVITALIZATION FUNDS

Maximizes long-term benefits of oil and gas severance taxes derived from land held in trust by the federal government for the Ute and Navajo tribes.

RURAL PLANNING GROUP

Offers leadership for rural communities by providing planning, planning tools and technical assistance, and by facilitating communication and coordination between stakeholders.

STATE COMMUNITY SERVICES OFFICE

Provides guidance, oversight and funding to communities helping low-income individuals and families become self-sufficient by reducing poverty and improving their quality of life.

HOME ENERGY ASSISTANCE TARGET (HEAT) PROGRAM

Provides energy assistance to low-income households in the state of Utah.

UTAH STATE SMALL BUSINESS CREDIT INITIATIVE

Stimulates lending and activity for small businesses in Utah that cannot obtain credit from a financial institution without this assistance, but are credit-worthy borrowers.

HOW WE ACCOMPLISH THIS:

OUR EXPERT STAFF, CUTTING-EDGE TOOLS AND RESOURCES and strong relationships with our federal partners help us tap into a rich trough of data for every facet of our internal operations and Utah's thriving economy.

From wages, unemployment rates and job growth, to database tracking and performance calculations, we dive deep into the numbers to clearly explain what they mean for our customers at every level of state government, as well as local communities, families and individuals.

Our Management Information Systems team supports all Workforce Services programs and applications to help ensure Utahns receive the highest level of customer service.

With a team of economists focused on specific regions throughout the state and savvy analysts who know what data is most relevant, we provide the economic information that matters for Utahns.

Much of our data is accessible online from our Utah Economic Data Viewer or one of our several data visualizations for every resident in Utah to understand our state's labor market and economy, and how federal and state programs are administered across the state.



Understanding Utah's dynamic and diverse economic landscape is critical for policymakers, business owners, job seekers, and industry leaders to make informed decisions.

Our expert team of economists and labor market analysts are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine.

We also provide data and analysis to help ensure quality and efficient work tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.



ECONOMIC DATA AND ANALYSIS

We offer a number of tools and resources to help you make decisions to improve your economic situation, whether it be for your business, career, education or family. Our data viewer tools include:

- Employment Data: unemployment and job growth statistics.

- County and State Data: Economic and demographic profiles for Utah's counties, including employment information, population, sales tax and construction information.
- Labor Force Data: Utah employment and unemployment data by county and statewide from 1990-present.

- Wages and Occupational Opening Data: Wage information for Utah jobs at the statewide and selected sub-state areas.
- Occupational Explorer: Job opening projections, wages, skill requirements, related occupations, employment outlook, training information and con-

nection to the more than 20,000 openings at jobs.utah.gov.

- FirmFind and InfoGroup Employer Databases: Names, addresses, phone numbers, industry and employment size of virtually all firms in Utah.

MANAGEMENT INFORMATION SYSTEMS

We provide our partners and customers with the data and analysis needed to make informed, data-driven decisions.

- We help ensure Workforce Services and other Utah state agencies that administer federal programs and grants are operat-

ing effectively and efficiently as good stewards of taxpayer dollars.

- We use the data from program applications to monitor performance of initiatives and our staff to help ensure the highest quality of work.



ONLINE TOOLS:

- Occupational Explorer
- County and Statewide Information
- Wages and Occupational Openings Data
- Labor Force Data Viewer
- FirmFind
- Industry Employment and Wages
- Info Group Employer Database
- Population Data Viewer



DID YOU KNOW...

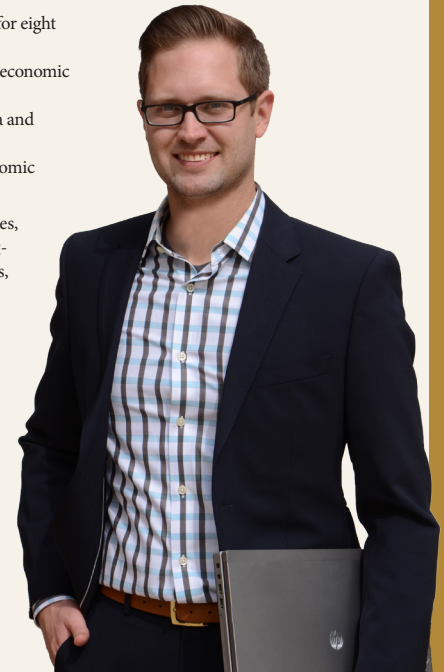
WE PROVIDE:

- *Local Insights* — A quarterly economic analysis for eight regions of the state.
- Interactive blog posts focused on the numerous economic indicators that impact Utah.
- Presentations highlighting the most current data and economic trends.
- Special studies that dive into Utah's unique economic landscape.

Our customers are vast and include federal agencies, state agencies, the Governor's Office, the Utah Legislature, colleges and universities, advocacy groups, Workforce Services management at all levels and our own front line staff throughout the state.

We ensure accuracy and relevancy by:

- Extracting data sets from multiple databases (where applicable)
- Validating the data
- Performing sophisticated, high quality and unbiased research
- Sharing the data in an understandable and useful format



HOW WE ACCOMPLISH THIS:

OVER 30 EMPLOYMENT CENTERS STRETCH ACROSS UTAH, providing a home-base for job seekers and employers. These centers are staffed by the same people you see every day at grocery stores, PTA meetings or local events. It's a network of advocates fighting for you — trained professionals to help connect employers and job seekers. Programs designed specifically to help job seekers are paired with targeted services to employers.



The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is our top priority. Whether you're a job seeker looking for the next opportunity, or an employer looking to expand, we've got you covered.



An array of job training programs and skills building workshops.



Employer and educational partnerships in rural communities to facilitate job growth.



Unique and targeted efforts to specialized populations including refugees and the homeless.



DID YOU KNOW...

WE PROVIDE:

- Job-seeking skills workshops to improve resumé, practice interview skills and learn how to effectively network.
- Job fairs and onsite recruitments that bring job seekers and employers together in our employment centers.
- Targeted services for veterans so they are able to quickly and efficiently navigate the job market, finding employment that matches their military experience and future aspirations.
- In-depth, interactive wage and income data that shows which career fields are growing and what you can expect to earn.
- Workforce alignment grants that help improve the pipeline between educational outcomes and employer needs.
- Trained employment specialists on hand in all our centers to help job seekers maximize their marketing and networking for their next career opportunity.
- Guidance for transitioning to a new job including resources for re-training, education or certifications.
- Help applying for financial assistance.
- Grants for needy families through community partnerships.

80,000+

active resumé at jobs.utah.gov

20,000+

open jobs spanning 23 career fields



Job preparation and skill development resources for current and future job seekers.



Individualized career counseling and job development services tailored for veterans.

ACCELERATED CREDENTIALING TO EMPLOYMENT

Also known as "ACE," this allows veterans a fast path to taking military experience or certifications and applying them to their new civilian careers.

UTAH PATRIOT PARTNERSHIP Network of Utah businesses pledging support to hire veterans.



STATE WORKFORCE DEVELOPMENT BOARD

Supports the governor's vision for a strong economy through its partnership of government, education and business.

WORK SUCCESS

Two- four-week course of intensive employment preparation that covers everything from resumé and cover letters to interview coaching and a skills assessment.

WORKFORCE INNOVATION OPPORTUNITY ACT

Funding resource that covers supportive training services to eligible adults, dislocated workers and youth.

YOUTH SERVICES

Tools and resources for our youngest job seekers as they start their career path.

TRADE ACT ASSISTANCE

Benefits and training services to U.S. workers who have lost their jobs as a result of foreign trade.

FAMILY EMPLOYMENT PROGRAM

Connects parents with an employment counselor to help build an employment plan. The goal is for each family to earn enough money to support their families.

WORK OPPORTUNITY TAX CREDIT

Federal tax credit for employers who hire people from certain groups that have consistently faced significant barriers to employment.

UTAH CLUSTER ACCELERATION PARTNERSHIP

Targeted grants that help education institutions create or expand programs to better align with needs in the economy.

HOW WE ACCOMPLISH THIS:

DIVISION MANAGEMENT PROVIDES an environment that fosters professional growth and personal fulfillment.

As a team, we contribute to DWS being the best-managed state agency in Utah.



The Administrative Support Division provides timely, accurate financial management and oversight of contracts and facilities, and coordination and collaboration of supportive services.

DID YOU KNOW...

OPERATIONAL ACCOUNTING:



- Manages the capital assets for the department.
- Provides cash management for federal and state revenue for the Food Stamp Program and other programs that utilize the EBT card.
- Manages the accounting for the Unemployment Insurance Trust Fund, including contributory and benefit transactions.
- Processes thousands of fiscal transactions
- Processes UWORKS payments for training programs and supportive services.



OUR STAFF:

- Delivers the highest quality services, with innovative methods, at the most efficient cost;
- Meets the needs of our customers with responsive, respectful, and accurate service; and
- Actively participates with and engages our community partners to strengthen Utah's quality of life.

BUDGET & GRANTS MANAGEMENT:

- Develops budget recommendations and forecasts.
- Prepares federal and state financial reports.
- Responds to Legislative fiscal requests.
- Provides technical grant assistance and fiscal monitoring.
- Provides fiscal support for nearly 70 state and federal programs.
- Manages an asset portfolio of over \$850 million.

\$1.3 billion

budget managed by Administrative Support

INFORMATION SECURITY & ENTERPRISE:

- Coordinates the implementation of upgrades and/or changes to systems and applications that impact one or more division.
- Designs, implements, and maintains an information security program that protects the department's systems, network resources and data.
- Promotes security related training and awareness programs for employees.



CONTRACTS AND AGREEMENTS

- Coordinates with divisions and staff in the development and processing of procurement and subrecipient contracts and grants.
- Develops interagency, revenue and lease agreements.
- Develops and executes MOUs and Information Sharing Agreements.
- Provides monitoring management on agreements.

BUSINESS OFFICE

- Receives and processes Medicaid spenddown payments so benefits can be issued.
- Receives and processes CHIP premium payments.
- Reviews submitted Administrative Billing Forms (Form 22s).



FACILITIES, PURCHASING & SUPPORT SERVICES

- Coordinates with DFCM to provide quality maintenance and support to 40 DWS facilities.
- Promotes safety of employees, customers and operations by providing safety training and identifying and resolving facility risks in the annual assessment.
- Coordinates administrative support services within the divisions.

ADMINISTRATIVE SERVICES:

- Provides daily operations and building services for DWS main administrative building.
- Coordinates department records information with State Archives.
- Manages eDOCs and eForms order fulfillment.
- Administers the department's non-cash award program.

HOW WE ACCOMPLISH THIS:

WE ACTIVELY PARTNER WITH DWS MANAGEMENT to accomplish the following:

- Create strategies that will result in the highest quality of candidates and hires.
- Develop strategies to enhance employee performance and satisfaction.
- Plan for future needs and facilitate successful transitions when employees exit DWS employment.
- Provide consultative support related to employee development activities and needs.
- Develop and provide training and resources for supervisors and employees to enhance their professional development efforts.



The Human Resources Team champions the highest possible quality workforce by engaging, supporting and retaining quality employees.



ASKHR:

AskHR



- Benefits— health, vision, dental
- Onboarding— receives and processes all electronic new hire information for new employees
- Payroll— processes payroll for approximately 19,000 state employees
- Retirement— processes all state employee retirements
- HR Support— processes HR related transactions submitted by agency HR staff and supports questions and problem resolution

DID YOU KNOW...

WE PROVIDE:

- Tools for employees to maximize access and awareness of health and dental benefits, retirement benefits, employee discount programs and health/wellness councils.
- Guidance to supervisors and managers on difficult topics such as grievances, discipline and performance improvement, HR policies, medical issues and other general employment law issues.
- Services such as recruitment, classification, HR training, HR data visualization/business intelligence, compensation and benchmarking reviews and operations and strategic planning consultation.



QUESTIONS? HR CAN HELP:

- Recruitment
- HR Policy Questions
- Tuition Reimbursement
- Discipline & Performance Improvement Questions
- Grievances
- Discrimination
- General Employment Law Questions
- FMLA (Family Medical Leave Act)
- ADA (Americans with Disabilities Act Accommodations)
- Workers Compensation
- Leave Bank
- Personal Medical Leave



ONLINE TOOLS AT DHRM.UTAH.GOV/GATEWAY

UTAH **EMPLOYEE GATEWAY**

AskHR

(formerly Ask ERIC)

peHP

URS
Utah Retirement Systems

UPM

PLUS...



INTRANET:

dws.utah.gov/divisions/HumanResources

HOW WE ACCOMPLISH THIS:

CONTINUED PROCESS

IMPROVEMENT—By applying the SUCCESS model, the number of no shows and reopening requests for appeal hearings has decreased. In 2012 37% of appellants failed to show up for their hearings with 17% of those requesting a reopening (new) hearing. Through the development of a Throughput Operating Strategy this number has decreased in 2014 to 29% and 10% respectively.

Using the SUCCESS model we are now testing a waiting list for customers to have their hearing sooner if there is an unexpected opening.



The Division of Adjudication/ Appeals is an autonomous, quasi-judicial agency whose primary function is to hear and decide appeals of Department of Workforce Services' decisions concerning Unemployment Insurance, Public Assistance, HEAT and Training Services.



Recognized by the U.S. Department of Labor as best in the country for seven consecutive years due to outstanding performance.

CORE MEASURES 2015:

QUALITY OF HEARING & DECISION:

- Percentage of cases reviewed that scored at least 85 or higher in quality was 97.35% (80% required to meet DOL standards—up from 90% last quarter).

TIMELINESS:

- Average case age of pending Lower Authority Appeals was six days (requirement is 30 days or less) ranking us #1 in the country.
- Percent of Lower Authority Appeals decided within 30 days of filing was 99.9% (requirement is 60%) ranking us #1 in the U.S.
- Percent of Lower Authority Appeals decided within 45 days of filing was 100 (requirement is 80%) placing us as #1 U.S.
- Average case age of pending Higher Authority Appeals was 10.2 (requirement is 40 days or less) ranking us at #7 for medium states.
- Percent of Higher Authority Appeals decided within 45 days of filing was 100% (requirement is 50%) tying us for #1 with five other states.
- Percent of Higher Authority Appeals decided within 75 days of filing was 100% (requirement is 80%) tying us at #1 with 17 other states.

97.35%
of cases scored 85 or
higher in
quality



average case age
of lower authority
appeals, ranking us
#1

DID YOU KNOW...

- The Appeals Unit was the highest performing appeals unit among the 25 “medium-sized” states from 2008–2014.
- The Best Appeals Unit Award (left) recognizes both lower authority (hearings before an Administrative Law Judge) and higher authority (the Workforce Appeals Board) as providing the best customer service to its citizens through the appeal process and for holding and issuing quality decisions quicker than other states.



DIVISION OF ADJUDICATION

THE APPEALS UNIT received the Governor's 2014 *Excellence Award for Innovation and Efficiency* by decreasing customer wait time for hearings without more judges. The Unit processes all appeals of the department's original decisions by setting up cases, conducting hearings and issuing decisions. Over 10,000 cases were resolved in 2014, with average resolution in 19 days.

THE ADMINISTRATIVE LAW JUDGE (ALJ) decisions affirmed the department's initial decision 81.5% of the time.

THE WORKFORCE APPEALS BOARD handles second level appeals of unemployment insurance decisions and resolved 782 appeals of ALJs decisions in 2014, affirming 96% of ALJ decisions.

THE FAIR HEARING UNIT receives all the public assistance appeal requests to review and attempts to resolve them without a hearing. The unit received 5,536 public assistance appeal requests in 2014. Of those 4,995 were resolved without a hearing — a 91% successful resolution rate.

THE INFORMATION RELEASE UNIT processes requests to release protected information, responding to 300 requests a month on average. About half of these requests involve verification of public assistance and unemployment benefits, and information requests from law enforcement officers. The other half of the requests are from employees and customers seeking direction on how to submit requests and what records are releasable.

THE CONSTITUENT AFFAIRS SPECIALIST resolves complaints about departmental services and customer service issues. On average, 100 customer issues are resolved per month, including 10 or more from the governor's office.

THE LEGAL COUNSEL OFFICE provides legal advice and guidance to the department and the Workforce Appeals Board.



HOW WE ACCOMPLISH THIS:

THE DEPARTMENT OF TECHNOLOGY SERVICES HAS FOUR PILLARS that represent the main areas of focus to support our partner agencies with world class technology and excellent customer service. They are:

- Innovative Technology
- Exceptional Customer Service
- Employee Success
- Information Security



The Division of Technology Services' charge is to enable our partner agencies to securely leverage technology to better serve the residents of Utah.

DID YOU KNOW...

- DTS develops, programs and updates applications such as eREP, UWORKS, CATS, CUBS, FindHousing, dws.utah.gov and jobs.utah.gov, just to name a few.
- Our projects are prioritized by division directors at the monthly Direct Reports Meeting. IT projects are often prioritized by security level, policy requirements and funding. Production issues that cause down time are immediately worked.
- Reporting all issues helps DTS and DWS determine the root cause of the issues and if there is a larger problem.

HELP DESKS:

DWS APPLICATION HELP DESK OPTION 1

- DWS applications

DTS HELP DESK OPTION 2

- Log in or email issues
- Internet access, etc.



801-526-4357

OR

[HTTPS://UTAH.SERVICE-NOW.COM.](https://utah.service-now.com)



25

Help Desk Technicians

70

Application Programmers, Project Managers and IT Managers



DATA SECURITY:

Security of customer data is everyone's responsibility. DTS and Workforce Services are responsible to protect the information assets, following the requirements set by the National Institute of Standards and Technology (NIST), the Internal Revenue Services (IRS) Publication 1075 and National Data for New Hire (NDNH). This means:

- Strong, complex computer and application passwords.
- Standard computer configurations without administrative privileges.
- Using RSA tokens for two-factor authentication into applications.



WE SUPPORT DWS with 70 Application Programmers, Project Managers, and IT Managers, 40 Application Contract Programmers and an Infrastructure Team which includes:

- HOSTING
- NETWORKING
- DESKTOP
- TELEPHONY
- HELP DESK SUPPORT TECHNICIANS

40

Application Contract Programmers



Additional support is available from our DTS Team at the State Office Building in Finance, Security, Engineering and Operations.

HOW WE ACCOMPLISH THIS:

WE FOCUS ON

- Being positive and friendly
- Treating every customer with courtesy and respect
- Being flexible in fulfilling requests while avoiding duplication and realizing synergies
- Continuously learning about our customers' needs

The Communication Division informs, advocates and promotes Workforce Services' mission and cornerstones by ensuring our messaging and branding is professional, strategic and responsive.

Nate McDonald,
Director



DID YOU KNOW...

We work closely with each division to develop strategic plans that outline:

- Division/program goals
- Objectives
- Target audiences
- Key messages
- Strategies and tactics



THE COMMUNICATION TEAM IS RESPONSIBLE FOR:

- Press and media
- Strategy and planning
- Branding, design and multimedia development
- Online presence at jobs.utah.gov
- Employee development



WHO IS YOUR PIO?

BETHANY HYATT

- Unemployment Ins.
- Workforce Research & Analysis
- Refugee Services Office
- Eligibility Services

CHRISTINA DAVIS

- Workforce Development Division
- Housing & Community Development
- Office of Child Care

BRITNEE JOHNSTON

- Utah State Office of Rehabilitation
- Intergenerational Poverty
- Internal initiatives

CREATIVE BRIEF PATHWAY:

1. Contact PIO

Requests for media, print materials, web, reports, presentations and other materials are coordinated with our PIOs.



2. Creative Brief

The PIO, in conjunction with the requestor, develops a creative brief.



3. Project Completion

The Communication Team will complete the request and send to the requestor for approval.



Lance Olsen
Assistant Director



Britnee Johnston
PIO



Bethany Hyatt
PIO



Christina Davis
PIO



Pat Swenson
Creative Dir.



Reason Robles
Graphic Designer



Annette Ward
Graphic Designer



Kevin Olsen
Web Manager



Jordan Gibby
Multimedia



Chris Gordon
CMS Program Mgr.

HOW WE ACCOMPLISH THIS:

WE EMPOWER CLIENTS BY PROVIDING HIGH QUALITY SERVICES THAT PROMOTE INDEPENDENCE AND SELF-FULFILLMENT.

The Utah State Office of Rehabilitation has served Utahns with disabilities for over 90 years. Our mission is to assist eligible individuals in obtaining employment and increasing their independence.



DID YOU KNOW...

- More than 50,000 Utahns with disabilities use our services each year.
- Utah ranks in the top ten nationally for employing working-age individuals with disabilities.
- Vocational Rehabilitation is one of the best-performing programs in the region, outperforming

neighboring states on seven out of 10 performance measures.

- Disability Determination Services' claim accuracy ranks top ten in the nation, at more than 97 percent.

We serve
50,000+
people
with disabilities



We help individuals with disabilities obtain meaningful employment, integrate into the community, improve accessibility in their activities of daily living and determine eligibility for federal disability benefits.



Our professional vocational rehabilitation counseling staff have developed strong partnerships with other agencies and programs to offer a variety of opportunities for clients.



By addressing each client's unique needs and vocational goals, we've effectively connected thousands of rehabilitated individuals with employers looking for qualified job applicants.

ADDITIONAL PROGRAMS:

- ASPIRE (Achieving Success by Promoting Readiness for Education and Employment)
- Governor's Committee on Employment of People with Disabilities
- Utah Work Incentives and Benefits Planning Services (UWIPS)
- Business Relations
- Choose to Work



VOCATIONAL REHABILITATION

- Supports individuals with disabilities in achieving meaningful employment and independence.
- Provides professional vocational counseling and guidance to facilitate client acceptance of disability and the development of self-advocacy skills.
- Partners with employers, local school districts, higher education and other agencies to provide comprehensive employment opportunities.
- Creates assistive technology devices through Utah Center for Assistive Technology (UCAT)

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

- Increases independence, community integration and productivity for the blind or visually impaired.
- Teaches skills such as reading Braille, navigating on a computer and using adaptive equipment.
- Provides adjustment-to-blindness services, low-vision screening, magnification and other assistive aids.
- Offers unique opportunities where individuals learn how to operate their own food service business and vending routes in government facilities.

SERVICES TO THE DEAF AND HARD OF HEARING

- Increases independence, community integration and productivity for the deaf and hard of hearing.
- Provides social, recreational and educational services at the Sanderson Community Center in Taylorsville and the Southern Utah Program in St. George.
- Offers assistive technology demo labs for individuals to test sound amplification devices.
- Manages an American Sign Language interpreter referral service, and administers certification.

DISABILITY DETERMINATION SERVICES

- Makes accurate and timely decisions on whether applicants meet the requirements for Social Security Benefits.

INDEPENDENT LIVING PROGRAM

- Assists individuals with maintaining or increasing their independence and community integration.
- Partners with the Utah Statewide Independent Living Council and nonprofit Centers for Independent Living to provide services.

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LEADERSHIP



WORKFORCE SERVICES only succeeds when our employees succeed. This is why we must have a laser-like focus on the cornerstone *Employee Success*. With this focus, I believe the other cornerstones will fall into place with *Community Connections*, *Operational Excellence* and *Exceptional Customer Service*.

—JON PIERPONT



I RECOGNIZE the challenges entangled in meeting the needs of staff and customers, while juggling the many other demands for your time, both inside and outside of work. I know it's not always clear where our time and energy should go. I do find that as I focus on the things that matter most, the top priorities tend to come into view.

—CASEY CAMERON

WE NEVER SEEM to have enough time to do the things we need and want to do. If we don't focus on the important things, we will always find time to do something twice. As basketball coach John Wooden would say, "*Never mistake activity for achievement.*"



—GREG PARAS